Large Agency Transition
Agency Feedback Session
VDOT Auditorium – 1st Floor
June 30, 2004; 1:00 – 3:00 pm

I. Opening Remarks – Cheryl Clark (Deputy Chief Information Officer)

Cheryl Clark opened the meeting with a quote from John Kenneth Galbraith:
"Faced with the choice between changing one's mind and proving that there is no need to do so, almost everyone gets busy on the proof."

Cheryl emphasized the importance of partnership and leadership throughout the transition process. VITA and all agency leaders each have a role in facilitating the partnership between their respective agencies, and all of the key participants are leaders in their various areas. VITA and the agencies are counting on the leadership of those individuals to minimize the impact and facilitate the transition.

VITA began a series of meetings with the large agencies last Friday, 6/25/04. The VITA Onsite Workshops (VOW) have been successfully conducted with three agencies so far. Special mention was made of the Department of Conservation and Recreation. The SLD took on the responsibility of making sure agency leaders were well informed that they had been provided with the Transition Workbook materials in preparation for the VOW, and that they were in attendance at their workshop. This proved to be of mutual benefit to everyone and is an example of this agency's commitment to excellence.

Cheryl referenced the Transition Workbooks provided during the 6/9/04 Kickoff meeting. The workbook is a valuable resource for the transition that agencies should utilize. She noted while VITA believes the agencies will find them useful, additional questions may have occurred after review of the workbook and the purpose of today's forum was to address those questions and issues.

II. Large Agency Transition Team (LATT) Project Status – Shaunda Triggs (Project Manager)

Shaunda Triggs thanked those in attendance for coming, and stated that she hoped everyone had had an opportunity to review the workbook documents. As most in the meeting were aware, there was an emergency evacuation during the kickoff and VITA did not get a chance to discuss the workbook nor to provide functional area presentations. To fill this gap, the presentations were videotaped and CD's were distributed to the agencies.

Shaunda presented an overview of the major milestones from the Agency Transition Schedule. These milestones and corresponding dates for each agency are included in the workbook (Tab 5):

1. VITA Onsite Workshops (VOW)
2. VITA Onsite Deliverables Review
3. Transition Overview Sign-off and Final Deliverables Due
4. Effective Transition Date

The VOW is aimed at providing a forum where agencies can address their specific agency issues and concerns. The purpose of these workshops is also to discuss the transition approach, expectations, and milestones. Along with the Core Team, Enterprise Service Directors (ESDs) will be in attendance to facilitate the meetings and serve as an advocate to help agencies throughout the transition. Each VOW is designed to address the major functional areas of the transition – Human Resources (HR), Customer Support Services (CSS), Technical, Finance, and Supply Chain Management (SCM).

Shaunda provided recommendations to assist agencies in preparation for their VOW.

a. Regarding each of the functional areas, agencies are encouraged to engage their subject matter experts and involve as many of them in the process as possible. This includes personnel outside of

IT (e.g. HR and Finance representatives) to ensure understanding of the transition requirements throughout the agency.

b. Customer feedback and lessons learned from the small and medium agencies as well as from VDOT has been built into the process as much as possible. Shaunda emphasized that communication between everyone affected by the transition is critical to the success of the process.
c. Creating functional area work groups at the agency level is an effective way to resolve issues. It is recommended that these teams meet prior to the onsite visits to ensure maximum benefit in addressing agency-specific issues.
d. Throughout the process, utilize contactus@vita.virginia.gov and ESDs as resources to address issues or questions.

The Onsite Deliverables Review is an additional meeting held at the agency, aimed at resolving outstanding questions and finalizing the transition deliverables. This meeting will occur at each agency three to four weeks after the VOW to review deliverables. An onboarding session will also be conducted with transitioning employees at the Onsite Deliverable Review meeting.

The Transition Overview is an acknowledgement between the agency and VITA regarding how they will interact and conduct business during the Integration phase. It includes information about the transition process, requirements, roles, and responsibilities. It also includes a Special Notations section for agencies to document any unique circumstances specific to the agency that must be addressed prior to or during transition. Lem Stewart, the CIO of the Commonwealth, and the agency head each sign this document. Following the Onsite Deliverables Review the agencies will have approximately another 3-4 weeks to finalize and submit their deliverables.

The process has been designed to provide many opportunities for interaction and exchange of information over the period of approximately two months each agency is allocated for transition activities. After signoff of the Transition Overview, and submission of deliverables, the next steps will be for VITA to perform final reviews of agency data, set up financial processes and payroll for transitioning employees, and prepare for the agencies' transition to VITA. During the last month the workload shifts to VITA, as most of the work efforts at the agency level will have been completed. The Core Team or other VITA representatives may contact agencies for clarification on deliverables during this period.

III. Open Discussion

A discussion ensued about the future job security of transitioning employees due to concerns about impacts of the Public-Private Education Facilities and Infrastructure Act (PPEA). The act was passed in 2002 by the General Assembly to allow agencies, institutions, and localities to form partnerships with the private sector. VITA's posting and review of submitted proposals are required by law. There is an extensive review process, involving multiple agencies, to evaluate the proposals and determine which, if any, components will be considered for further action.

Lem Stewart, in an earlier meeting that day, made a commitment to current VITA employees that they need not be concerned about their jobs. Cheryl reiterated that VITA's people are the most valuable asset and the key to success.

Cheryl further stated that current personnel are very much needed or their long-term experience and knowledge. A loss of jobs is not foreseen. Governor Warner has committed to no net layoffs as a result of creating VITA. Furthermore, it has been publicly stated that the creation of VITA will promote more opportunities for employees, rather than fewer, through new positions and professional development.

Cheryl shared a success story related to the Department of Taxation's use of the PPEA process, where additional classified jobs were added as a result of the process. She encouraged agencies to visit VITA's website for more information about PPEA. This includes documentation of the attributes that will be expected for any successful VITA PPEA proposal.

IV. Functional Area Questions and Answers – Functional Leads

A panel consisting of the VITA Functional Leads from the Core Team addressed questions and issues raised by participants in the meeting. Panel participants included:

a.	Customer Support Services (CSS)	Dan Moore
b.	Finance	Tom Moody
c.	Human Resources (HR)	Cindy O'Connor
d.	Supply Chain Management (SCM)	J.B. Edmonds
e.	Technical	Dave Matthews

The following questions (Q), answers (A), and VITA action items were discussed.

CSS

1. Q Will agencies have to provide contact information for all the data fields outlined in the Instructions for VCCC Spreadsheets (Tab 7)?
   A No. The current instructions include requirements for multiple data fields. However, in efforts to simplify the process, agencies will only have to provide contact information for the twelve roles identified in the document. VITA will revise the instructions to provide clarity for the new requirements. Dan Moore will send updated instructions to agencies.

2. Q If an agency has multiple sites, is contact information for the twelve roles needed for each location or just the central site?
   A If agencies have multiple people in different locations performing those roles, VITA needs information for all applicable personnel that fit into each role.

3. Q Some agencies have a single person performing multiple roles. How should that be documented?
   A The person's name should be included for each applicable role.

4. Q Is the "Emergency Contact" role for IT emergencies only as opposed to other emergencies?
   A Yes. This is specifically related to IT incidents.

5. Q Do agencies have to provide information for the "Other" role?
   A No.

6. Q Is there a role for agency Helpdesk customer support?
   A No. The "Point of Contact" role should be used.

7. Q If agencies have onsite call centers and calls are not forwarded to VITA, how will VITA assign staff to handle calls?
   A Agencies should continue current operations and staff assignments for their call centers. Support staff will still be on site, operating under the agency's direction to meet their needs.

8. Q If agencies have their own internal Helpdesk support, will those employees move to VCCC?
   A Personnel will not move to VITA during the Integration phase. It will be evaluated during the Transformation phase.

9. Q Will agencies with their own internal Helpdesk have to start using VITA's Helpdesk after transition?
   A No. Agencies will continue to use their own Helpdesk during Integration.

Finance

1. Q At what point will rate structures become effective and replace the current administrative fee arrangements?
   A The current administrative fee is a temporary measure approved by JLARC to facilitate funding for the Integration phase. As part of planning for the Transformation phase, VITA will work closely with agencies to determine a rate structure that is aligned with available agency budgets.

2. Q Agencies are having trouble matching server software to server name. Can VITA provide additional data to assist with the asset inventory spreadsheet analysis and completion based on previously submitted asset portfolio data?

   A The asset portfolio and inventory systems are different. The available information would need to be reviewed to determine if VITA can provide assistance with this. Tom Moody will review the data to identify if the information is available and send to agencies that request the information.

3. Q Will agencies have to include cost code information in eVA?

   A A sample detailed bill has been provided in the workbook, which includes an "Agency Use" field in eVA available for agencies to use at their discretion. Agencies can use this field to reflect internal cost centers on the detailed bills. Information will be available online and through an Excel download for agencies to perform data manipulation and bill reconciliation.

4. Q What is the VITA requirement for agencies tagging hardware?

   A VITA will eventually want certain items (to be determined) that are listed as inventory items to be tagged to provide control measures and a way to identify agency inventory. Currently agencies should proceed using their existing tagging processes. A VITA task force is working on completing tagging procedures that can be applied across the Commonwealth. Tom Moody will ensure tagging procedures are provided to agencies.

5. Q Regarding hardware and software inventory data, will employees still have access to the data online?

   A Yes. Agencies need to identify authorized personnel to access and maintain data in the online inventory tool; because this is part of the transition process it is outlined in the Transition Workbook and discussed at the VOWs.

6. Q If transitioning agency personnel do not have a Small Purchase Charge Card (SPCC), will they need one when they transition?

   A The workbook provides guidelines on the SPCC program (Tab 12). It will be a joint decision between VITA and the agency to identify whether onsite VITA employees need a charge card. Generally, if employees do not currently have one, then they probably will not need one when they transition.

HR

1. Q How should work profiles and performance evaluations be handled for transitioning employees if this process is underway at the agency during the same time as their transition to VITA?

   A VITA will work with the agencies that have employees transitioning in September 2004 because their evaluations may not be complete by that time. The subsequent effective transition dates are after the typical deadlines for performance reviews and are not anticipated to present problems. Agencies are requested to complete this process prior to transition. DHRM policy is that evaluations can be completed by 9/1. While VITA cannot enforce that deadline, they will encourage agencies to adhere to it.

2. Q Who is responsible for new performance plans for next year (2005)?

   A VITA will handle performance plans for 2005. Agencies should complete plans for 2004. Supervisors transitioning to VITA will be responsible for performance plans for their employees.

3. Q Will SLDs or ESDs be responsible for performance evaluations?

   A If a person is currently supervising an employee and they are both transitioning, the supervisor retains responsibility for the performance evaluation. The SLD is responsible for the performance evaluation if the supervisor does not transfer.

4. Q If transitioning employees are due for pay increases near time of transition, will they still receive it?

   A Yes. VITA expects to have sufficient advance notice of this and will ensure transitioning staff increases on time.

5. Q The HR spreadsheets did not include position numbers. "Vacant" is also listed in the "Staff Last Name" field for some of the records. It is difficult to identify the position that vacancy relates to without the number. Can VITA provide position numbers on the HR spreadsheets?
   A Yes. If the agency created new positions since providing due diligence information, the data should be added to the spreadsheet. Cindy O'Connor will retrieve data from Due Diligence and provide position numbers to agencies that request the information.

6. Q Agencies will have to transfer their Maximum Employment Level (MEL) to VITA, causing a reduction in staff. When can agencies anticipate getting their MEL back?
   A During the Transition phase, economies of scale will be reviewed. However, once the MEL is transferred, it will remain with VITA.

SCM

1. Q How is VITA coordinating workflow and processes?
   A Many issues have already been addressed as a result of close communications with DGS. Receiving through eVA is a new process. Training on eVA, which includes the new process, has already been provided to the small and medium agencies and will be available to large agencies. DGS should be contacted regarding specifics of interface and approval processes, as well as any issues with ordering. Agencies should coordinate changes through their agency representative for eVA.

2. Q Do agencies need to submit purchase orders (POs) against standing contracts? (i.e. If equipment is under a three-year contract, do agencies need to submit POs for them?)
   A No. Agencies do not have to submit copies of actual POs against state contracts. The need for POs relates especially to software licenses.

3. Q Why did VITA accelerate the submission of electronic/paper copies of contracts to July 15th?
   A This was actually an extension; the contracts spreadsheet and copies of contracts and POs were originally due 7/9/04. The decision was based on several factors:
      1. The need to:
         a. Examine opportunities for contract consolidation and cost savings to offset the 5.52% administrative fee. VITA has a team in place to assess agency contracts and identify opportunities. Small and medium agency contracts have been reviewed, but they need large agency contracts also in order to complete the evaluation process.
         b. Perform a risk assessment on transitioning contracts.
         c. Identify missing information.
         d. Process contract data into VITA's financial system for bill payments before the transition of the affected agency.
      2. Transformation planning efforts

   Agencies are asked to reflect all IT-related contracts on their spreadsheets. VITA will determine which are in scope.

   If all the data is not submitted by 7/15/04, agencies are asked to identify and submit a date by which the remaining information will be provided. SLDs should forward the letter the on the time extension to their agencies' Finance and Procurement representatives.

4. Q What is the last day that agencies can create a PO without having to pay the 5.52% administrative fee?
   A Whether the agency or VITA pays is determined by when the invoice is received, not when the PO is cut. If the invoice arrives after the date of transition, VITA will pay and the administrative fee will be incurred.

5. Q If an agency is using outdated Help Desk software, can VITA provide a more recent version?
   A Agencies will continue to use what they have during Integration, but VITA can evaluate the extent to which VITA software can be made available directly. Agencies should contact their ESD if this is an issue they would like to pursue.

6. Q The definitions of in-scope and out-of-scope are vague (for assets). Can VITA provide more clarity?
   A VITA recognized this is an issue for agencies and is currently working on providing better definitions.

Technical

1. Q The Technical Compliance Requirements document (Tab 26) for the Account Password Requirements section states- "Implement VITA Standard". However, the standards were not provided in the workbook nor listed on the website. Can agencies get a copy?
   A The ESDs have been provided a copy of the password policy. Agencies should contact their ESD to retrieve a copy.

2. Q The requirements checklist provides details of activities that agencies need to perform. When agencies have completed these requirements, do they notify VITA that the requirements have been met or do they need to provide documentation for VITA to verify it is done?
   A The Technical Compliance Requirements document is the deliverable. It includes a column for the completion date for each transition requirement. Agencies should enter the date that each technical requirement was completed. If items cannot be completed by the due date, they are asked to enter the expected date of completion. No additional documentation is necessary.

3. Q Is access to VITA's intranet available to SLDs?
   A Yes. SLDs can access the intranet if they have a VPN connection to VITA's network. VITA is also exploring other options and updates that will be published as the information becomes available.

General

1. Q To whom should agencies submit their spreadsheets (HR, VCCC, Contracts, Asset Inventory)?
   A All deliverables and correspondence (questions, issues, concerns) should be submitted to contactus@vita.virginia.gov. Data will be forwarded to the appropriate functional lead for review. Correspondence will be sent to Shaunda Triggs and/or the functional leads to ensure agencies receive a timely response. Agencies can contact ESDs as needed for additional specific guidance.

2. Q Will VITA be involved in some of the Governor's initiatives (e.g. consolidation of mail services)?
   A Yes. VITA does have representation for some of those efforts. VITA is planning for the consolidation of printing as well as mail services.

3. Q During Transformation, who will be responsible for audits?
   A VITA has an audit department that will be responsible for internal and external audits; currently there is almost no staffing in that area. The Auditor of Public Accounts (APA) is currently handling audits and is expected to continue to do so through fiscal year 2005

4. Q Is Pegasus information on the website?
   A Yes. Transition Workbook documents, in addition to other transition information, are also available on the website through the "Large Agency Transition Documents" link under Hot Topics.